

Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

Tiered Supports 101

**Tiered Supports Summit
2016**

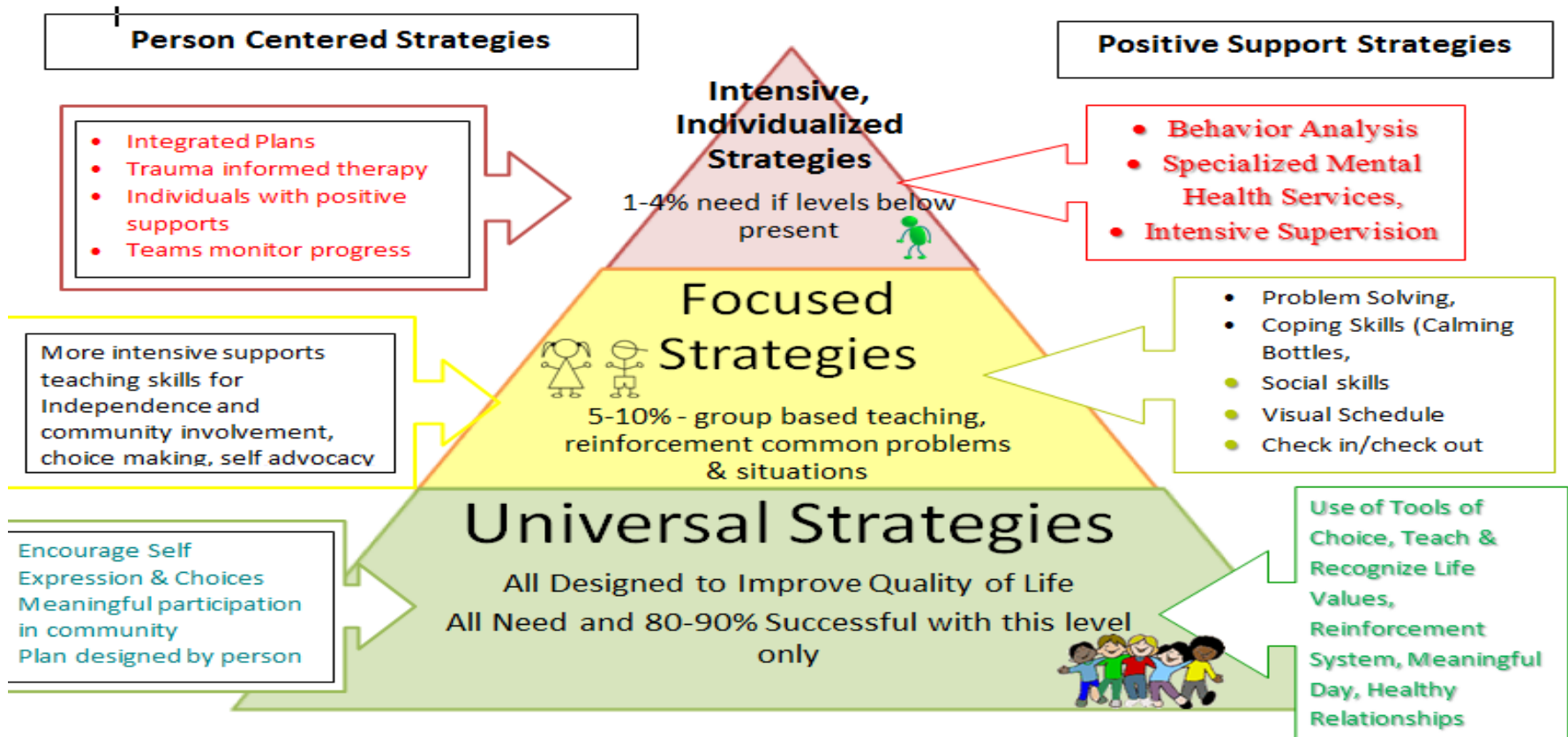
What is Tiered Supports?

State wide model to support agency based teams to build internal systems to implement positive practices effectively

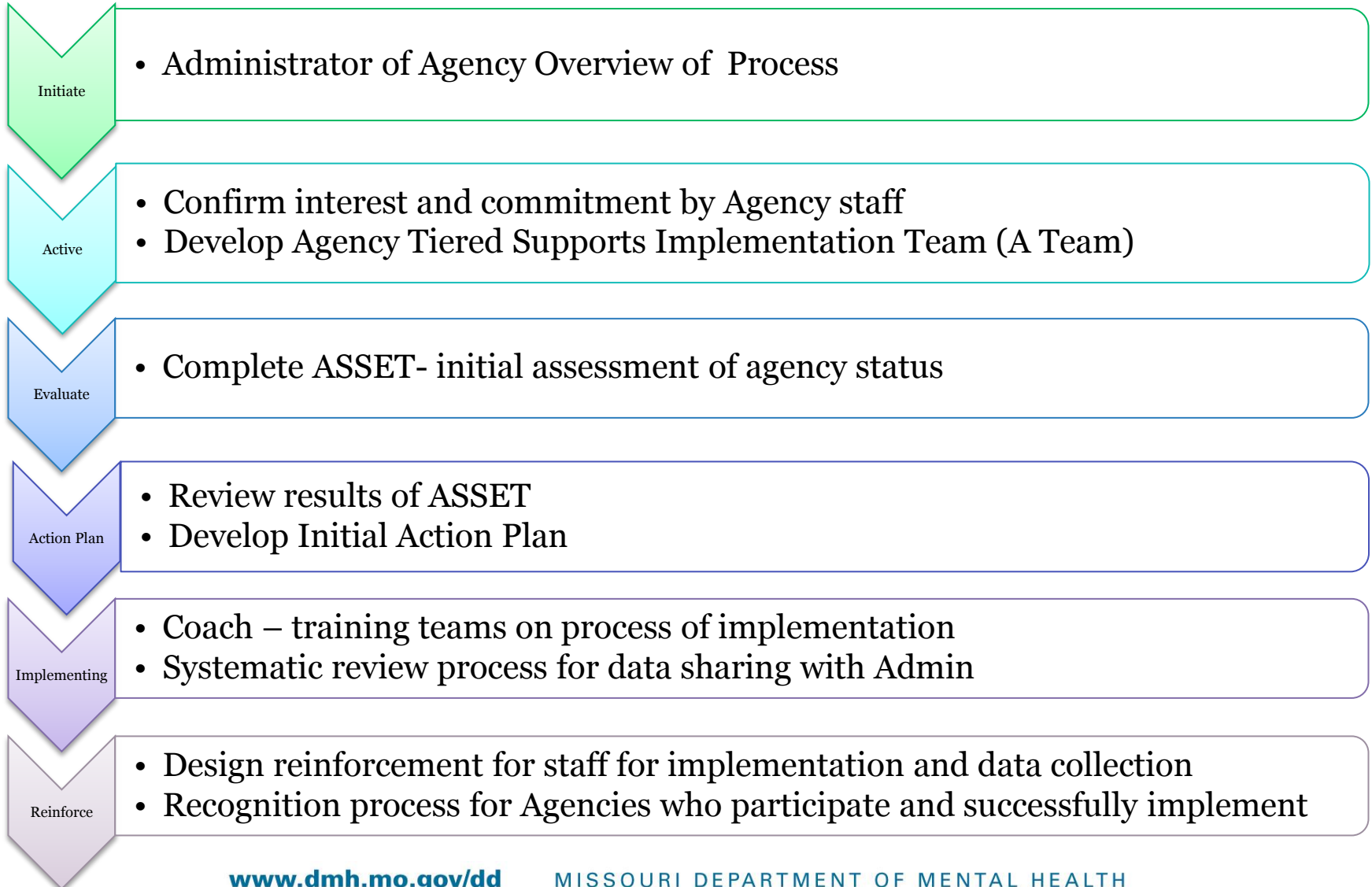
- 🧑 Data collection on implementation efforts and effectiveness of strategies
- 🧑 Collaborative teams to design the agency system
- 🧑 External coach to support with technical assistance, training, feedback, assist with identifying effective practices



Integrated Approaches Prevention Triangle

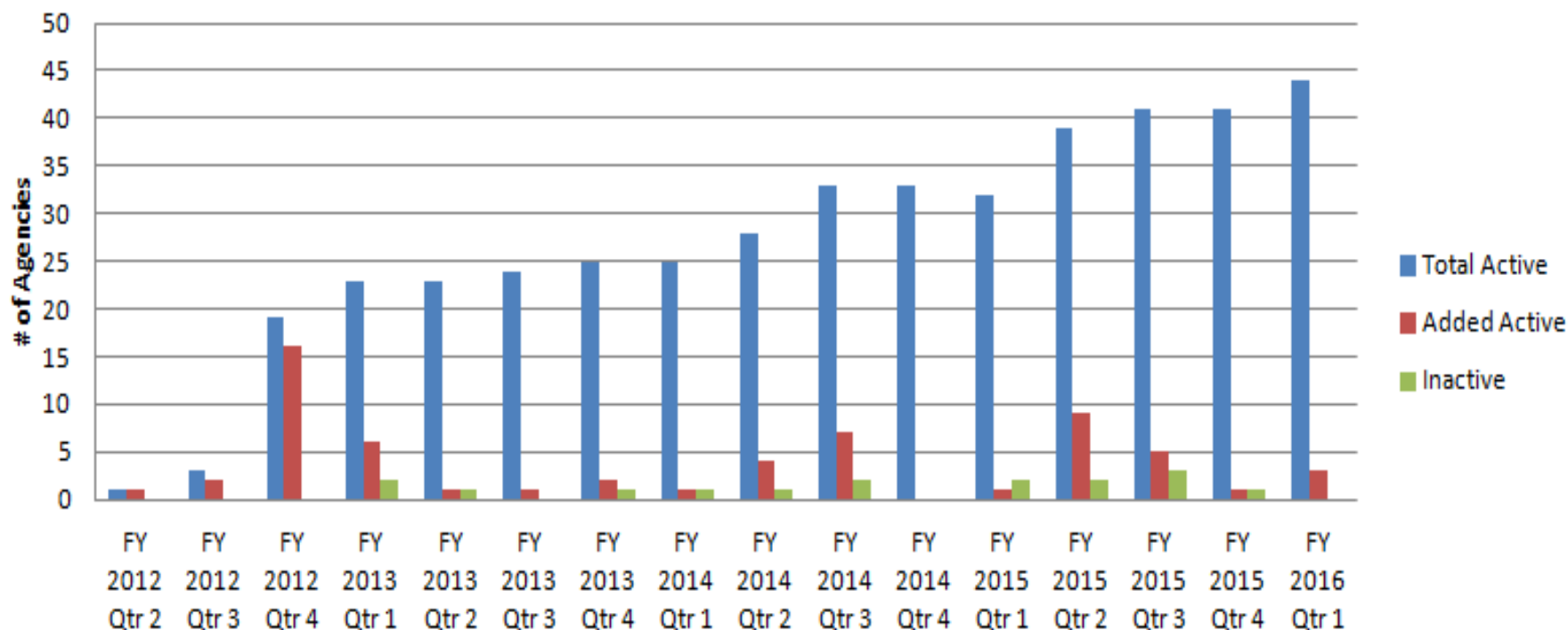


DD Tiered Supports Process

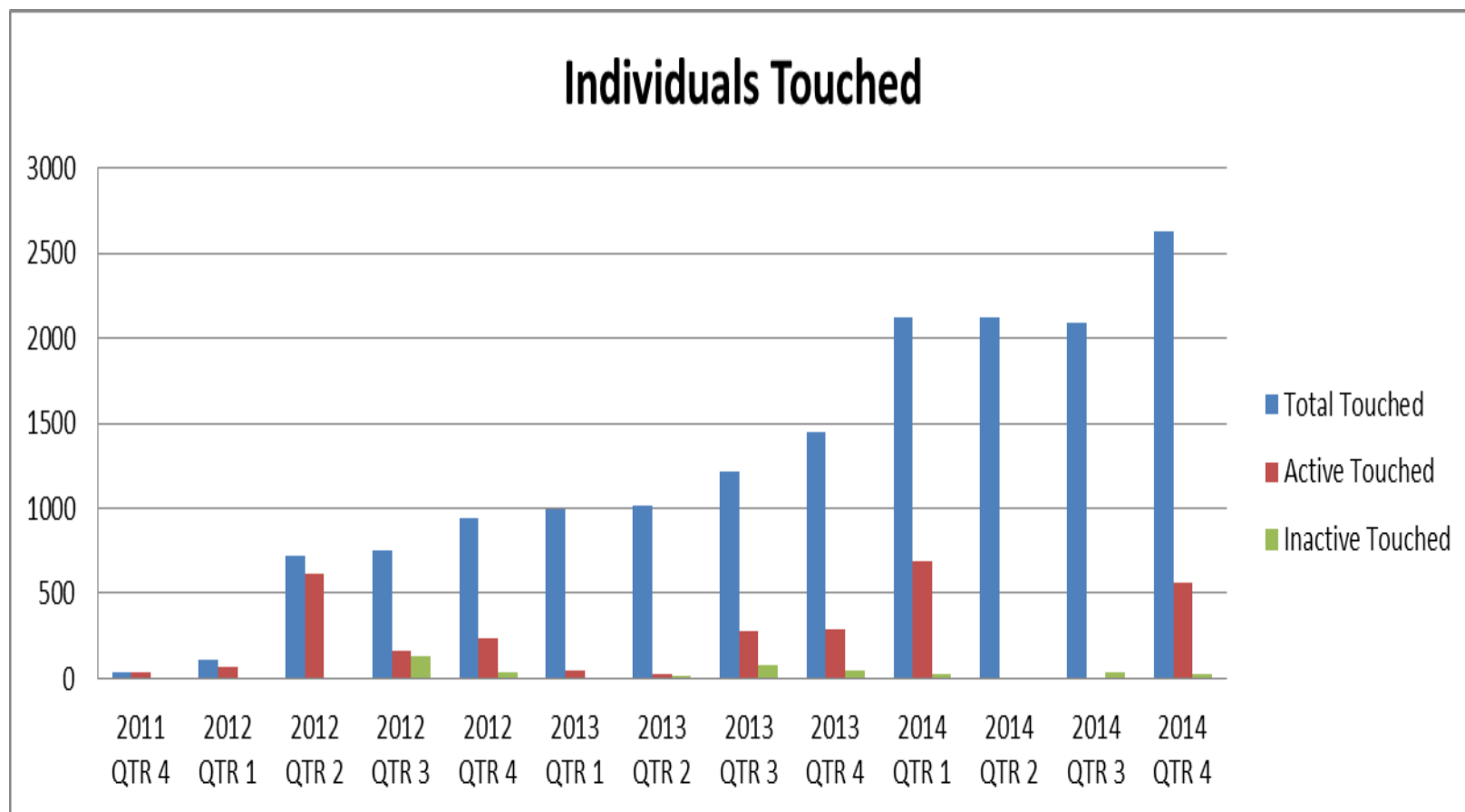


Growth of Tiered Supports

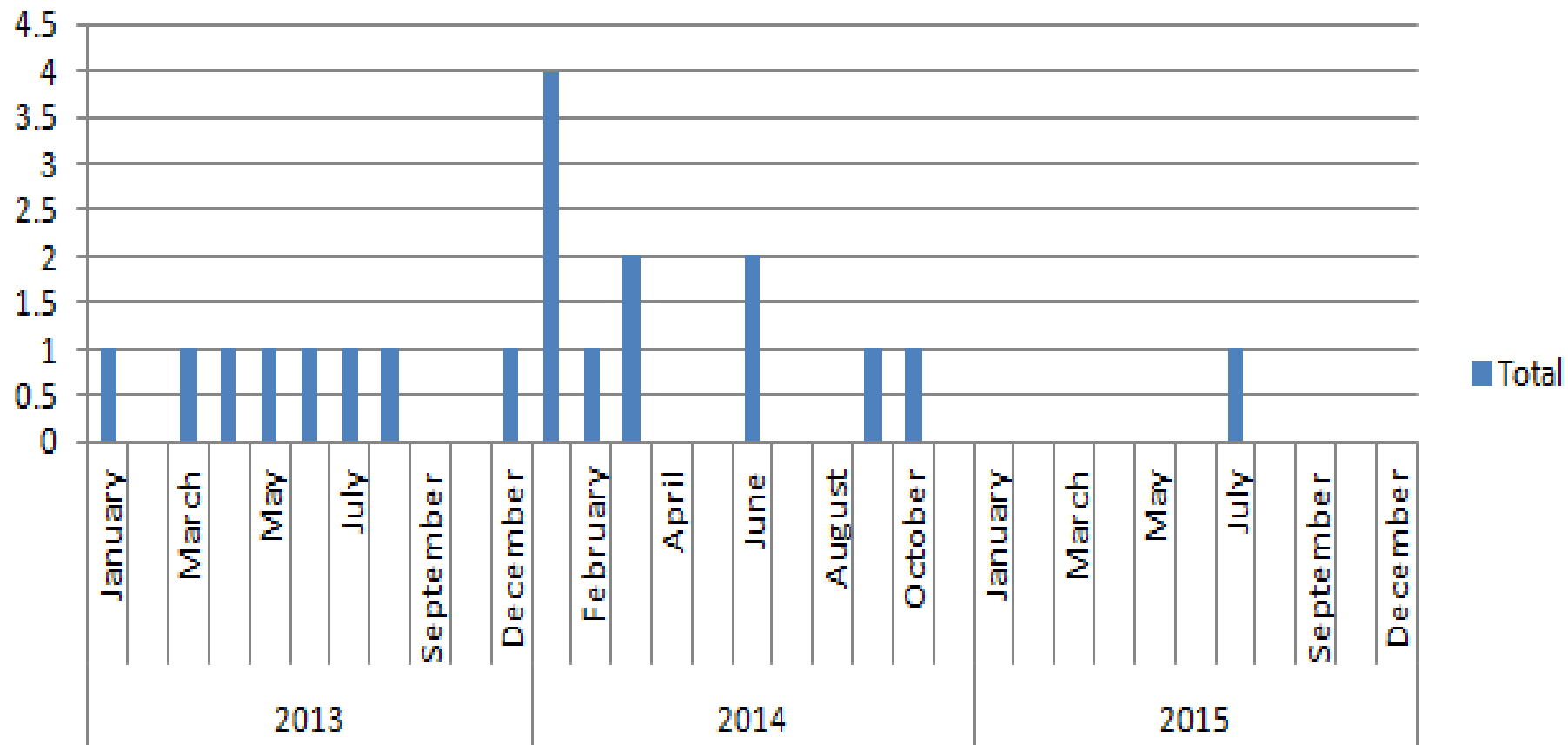
Active Tiered Agencies



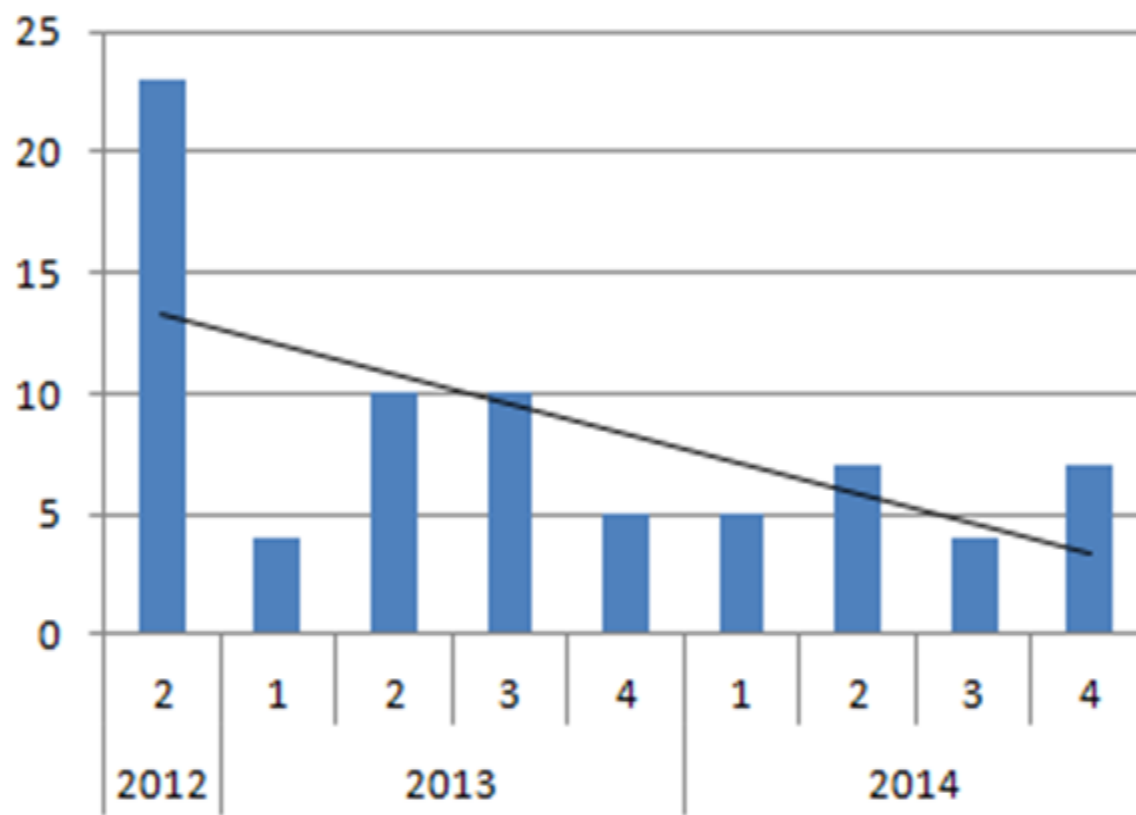
Individuals served by Active Tiered Supports Agencies



Chariton Valley Law Enforcement Involvement



Kirksville Specialized Behavior EMT's



Starting at the Bottom

Our goal is to consistently use practices that improve quality of life

- 🕒 Recall the triangle from our earlier discussion
- 🕒 This is the best way to prevent problems that lead to crisis situations & challenging behaviors from individuals and staff
- 🕒 This is the best way to work towards the best quality of life



Universal Strategies of Tiered Support= Quality Of Life (QOL)

- Person Centered Planning
 - Staff are knowledgeable about what's important to & for the person and are actively assisting them to work toward achieving those identified goals.
 - Staff are assisting individuals in learning skills that will assist them in reaching “their” goals?
- Missouri Outcomes
 - Staff are providing opportunities to individuals to:
 - ✓ have control of their daily lives,
 - ✓ participate in the community, live, work, play and die with dignity, feel safe etc.



Universal Strategies = Quality Of Life/HCBS Rule

- 👤 Meaningful Day
 - 👤 What do you use to determine whether or not the things a person does during the day has meaning to them and their life?
- 👤 Making Choices
 - 👤 Who makes the decisions in the individuals life?
 - 👤 How do you assist individuals in choice making?
- 👤 Healthy Relationships
 - 👤 What does your agency have in place that promotes individuals having a wide variety of healthy relationships in their lives?
- 👤 Tools of Choice
 - 👤 Reinforcing desirable behaviors, using consistent positive expectations,



Specialized Strategies of Tiered Support



- Focused Teaching Strategies
 - Common problem situations
 - Teaching Peer Problem Solving Skills
 - Visual Schedules
 - Teach, prompt & reinforce, pre-correct a routine and
 - Use Tools- Stay close routine when frequent disruptive behaviors occur at the same time of day issue (pm return home from day activity)



Intensive Individualized Behavioral Supports



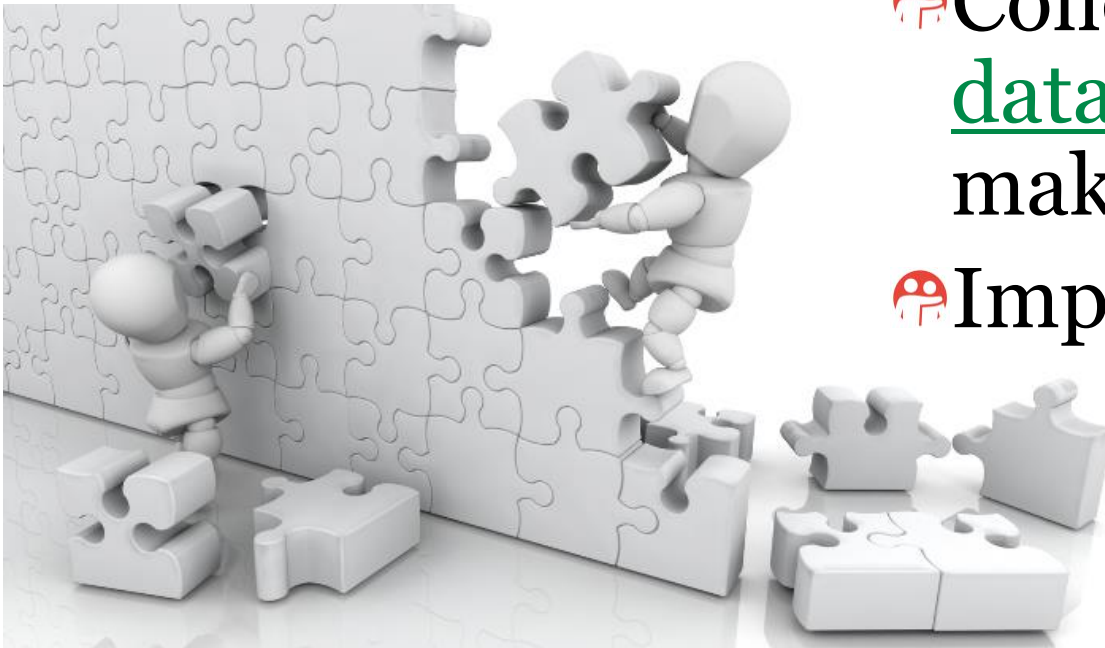
- 👤 Individuals who have frequent hospitalization, police involvement, high incidents of physical aggression towards self or others.
- 👤 Extreme needs may require more intensive services such behavior analysis.
- 👤 Especially if the other two parts of the Triangle are implemented well by the person's support system



Tiered Supports

A process to....

- 🧑 Systemically build or enhance systems
- 🧑 Collect and review data for decision making
- 🧑 Implement practices

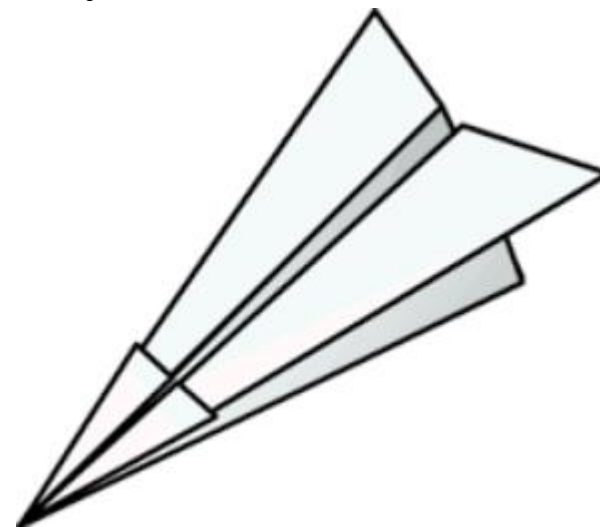


Activity

Getting Staff To Do What You Want Them To Do

Follow the instructions below, exactly as they are written to create the same design as we have.

1. Fold your paper in half.
2. Fold your paper in half again.
3. Tear 1 corner.
4. Tear another corner
5. Fold in half and tear one last corner
6. Now unfold your paper. It should look exactly like the design I have here.



Video

 <https://www.youtube.com/watch?v=3OvSmdyW4BA>

Example of creative ways to teach staff to increase implementation.

The Problem is Implementation



Children and families [adults and their support team] cannot benefit from interventions they do not experience

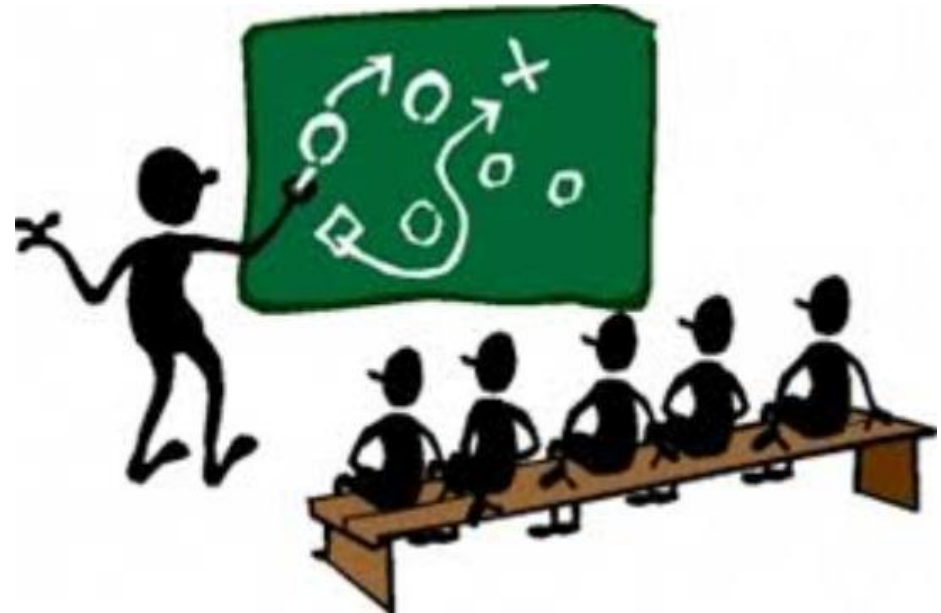
- 🧑 **Example: “In a study of real world practice in addiction treatment settings...found that many clinicians reported that they were doing CBT. However, an independent analysis of treatment sessions found that CBT strategies showed up in just 3 percent of them.”**

Journal of Substance Abuse Treatment (Vol. 35, No. 4)



Putting “It” Into Action

- 👤 “Who” will do “what” differently?
- 👤 Who will help change occur? AND How will change happen? At all levels....
 - 👤 Practice
 - 👤 Program
 - 👤 System
 - 👤 Organization



Stages of Implementation



- 🧑 Decide on a practice
- 🧑 Tell staff what you want them to do
- 🧑 Practice/Coaching to get staff ‘to do’ with good fidelity
- 🧑 Recognize the efforts/implementation and provide feedback for incorrect steps
- 🧑 Look at data to determine if its working
- 🧑 Review practices



On trying to get effective practices used: Insufficient Methods



- ❏ **Diffusion/dissemination of information by itself does not lead to successful implementation**
- ❏ **Training alone, no matter how well done, does not lead to successful implementation**
- ❏ **Policies and funding alone do not lead to successful implementation**

Fixsen, Naoom, Blase, Friedman, Wallace, 2005

Action Plans

- 👤 Are a roadmap of where we are going
- 👤 Helps Your Agency Team keep Focused on
 - 👤 Goals, timelines,
 - 👤 The resources we need
 - 👤 Who is responsible
 - 👤 How You will know how You have Done (evaluation)
- 👤 Regularly Review and Revise
- 👤 Refer to When Creating Your Meeting Agenda



Example Action Plan



AGENCY TIERED SUPPORTS ACTION PLAN

AGENCY TEAM: ABC Agency Team

Agency Coach: Mike Matheny

Date of Plan and Revision Dates:
8/14/12; 10/16/13; 9/25/14

Overall Objective/Mission of Specialized Support Services Tiered Supports: Establish a system that improves quality of life by promoting a healthy, consistent environment for individuals being supported, as well as those employed by the agency.

Goals designed to meet this objective:

1. Establish an agency team
2. Establish clear expectations for individuals supported by the agency and employed staff
3. Teach values/expectations to individuals supported by the agency and employed staff
4. Develop universal strategies for improving quality of life
5. Reduce staff turnover
6. Develop an internal data system.
7. Increase staff sensitivity to consumer respect

IMPLEMENTATION

EVALUATION

What Needs to be Done?

Person Responsible

By When?

Status/Date Completed

What Evidence Indicates this Progress

How and When Will Evidence Be Gathered?

Action Steps for Objective 1: Establish an agency Team

1. Recruit staff for the agency team	Mike Matheny		Completed	Agency team is actively meeting	
2. Assign roles to agency team members	Mike Matheny & A-Team		Completed		
3. Schedule agency team meetings for 6 months to 1 year			Completed	Agency team is actively meeting	
<ul style="list-style-type: none"> • Administrator attends at least 80% of meetings • Team meetings occur consistently 	Mike Matheny		Completed	Agenda/Meeting Notes are available	Organized Binder with all meetings notes
4. Establish a clear mission/purpose	Mike Matheny & A-Team	10-31-14	Completed		
5. Working on "process" due to staff participation changes.	Mike Matheny and Dave Duncan	February Meeting	Completed	Written process showing how agency team will function.	

Example Action Plan Cont'd

Action Steps for Goal 2: Develop universal strategies for improving quality of life

1. Agency administrators attend Tools of Choice Training	Agency Administrators		On-Going		
2. All employees attend Tools of Choice Training	Dave Duncan/Support Staff		In-Process/On-Going		
3. Establish coach for on-going monitoring of Tools of choice implementation	QDDP				
4. Create method for documenting completion of Tools of Choice training and on-going monitoring	Mike Matheny and Dave Duncan				
- Attend Tools Coaching Training	Dave Duncan	February 2015		Dave is trained to competency as an agency coach	

Action Steps for Goal 3: Reduce staff turnover

1. Create a staff survey to determine where more training is needed and what is reinforcing to staff.					
2. Create a Lead Staff Training			Completed		
3. Create a Direct Support Staff Training	Lead Staff				
4. Schedule Lead Meetings	Mike Matheny	9/2013	On-Going		

Action Planning



Steps for Action Planning are:

1. Identify Outcome
2. Review data for each component to assess your current reality
3. Analyze the problem

What is your “reality gap”?

What is the gap between what you desire and what the current reality is?

Action Planning



4. Develop a Plan:

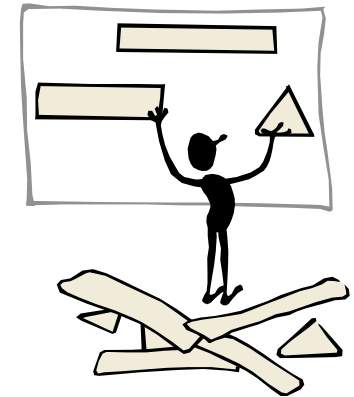
A. Brainstorm and List:

1. Possible Goals,
2. Possible Action Steps, Timeline and Resources and
3. Artifacts and Documents for the Evaluation/Outcomes Section

B. Prioritize Goals for Team Action Plan

Changing the Action Plan

- 👤 The action plan is a guide, a living document.
- 👤 It is okay to change the plan.
- 👤 Make sure the team understands:
 - 🧑‍🚀 What is causing changes to be made
 - 🧑‍🚀 Why the changes should be made
 - 🧑‍🚀 The changes to make (goals, steps, resources).
- 👤 Team must be in agreement.
- 👤 Update the action plan to reflect the changes.
 - 🧑‍🚀 Put revision date
- 👤 Keep a copy of old action plan for records.



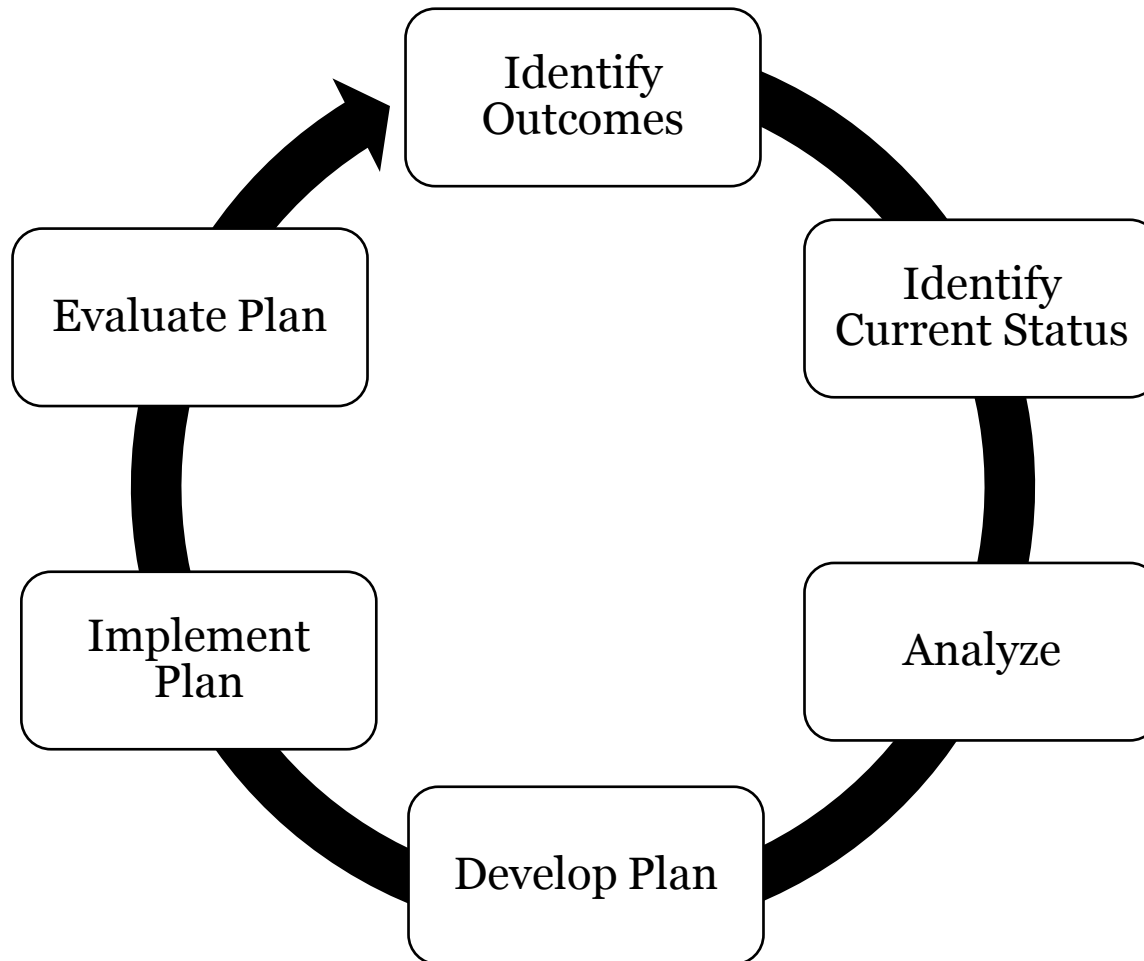
Activity

Choo-Choosing the Links to Effective Implementation

- 👤 Choose a current practice that you have tried to get implemented within your organization.
- 👤 Describe how what you have done in each of the train cars.
 - 👤 Decide on a practice
 - 👤 Tell staff what you want them to do
 - 👤 Practice/Coaching to get staff ‘to do’ with good fidelity
 - 👤 Recognize the efforts/implementation and provide feedback for incorrect steps
 - 👤 Look at data to determine if its working
 - 👤 Review practices



Decision Making Process



Monitoring and Evaluating the Action Plan



- 👤 Just as important as identifying the goals and action steps.
- 👤 Ensures that the agency/team is following the established direction.
- 👤 How often?
 - 👥 At least quarterly
 - 👥 If rapid change occurring inside/outside agency then may want to monitor/evaluate monthly.

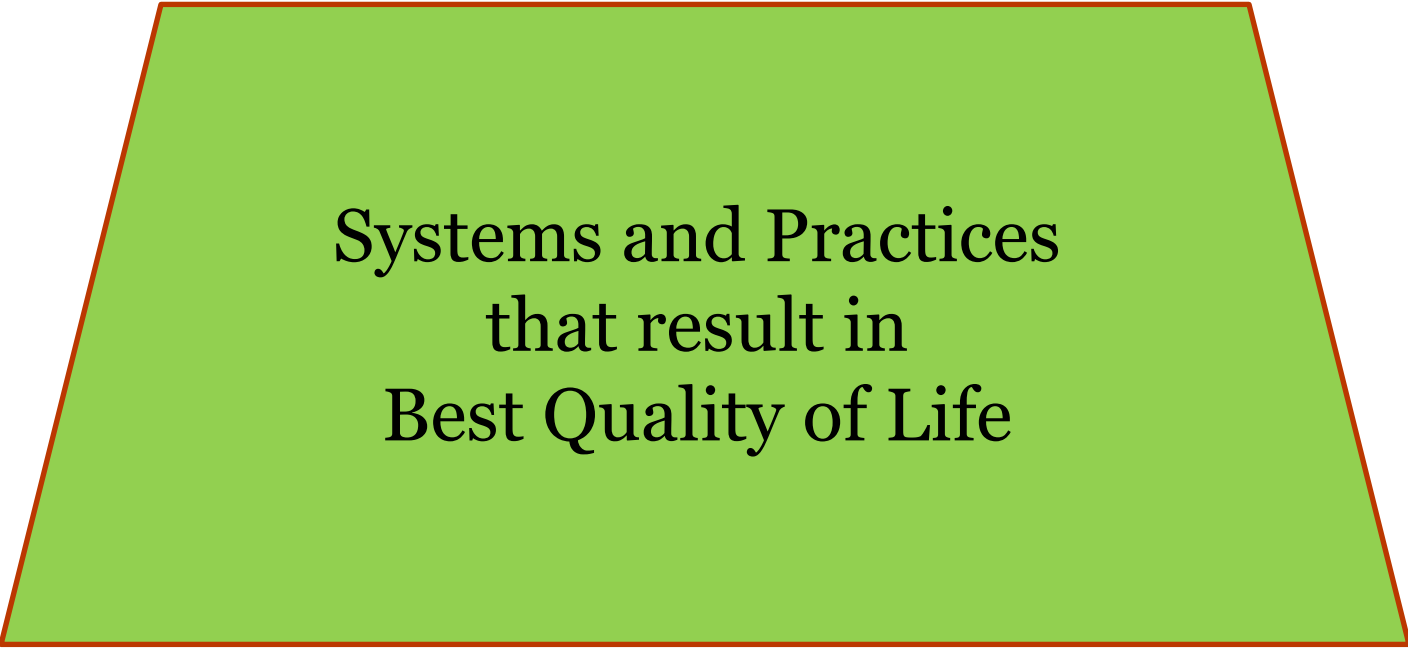


Celebration

- 👤 When a goal or step is completed, acknowledge that success.
- 👤 Can get too eager to focus on moving to the next step without pausing.
- 👤 Taking time to acknowledge a job well done provides closure, fulfillment and prevents the next planning cycle from being a grind.



What is the Tools of Choice training? And how does it fit into the Tiered Supports Model

A large green trapezoid with a thin red border, centered on the slide.

Systems and Practices
that result in
Best Quality of Life

Where does this Tools training stuff come from? And how does it fit into the triangle?

- 👤 Tools of Choice training methods and strategies come from the technology of the science of applied behavior analysis
- 👤 Tools are skills with many components that must be practiced well to be performed well and to get the best results
- 👤 Tools have been utilized in child welfare, residential treatment centers, forensic facilities, developmental disabilities since 1995 (Florida, Texas, Alabama and others)
- 👤 Implementation (consistently and correctly using) the Tools gives the support persons and the supported person the core universal strategies



Using and
experiencing
Tools

What does learning the Tools do for someone?



- 👤 How to “do” the philosophy and concepts from Positive Behavior Supports and Person Centered Strategies in everyday situations. Tools are “Universal Strategies” on the Tiered Supports triangle.
- 👤 Learn to develop positive relationships with others
- 👤 Learn to prevent problem situations and de-escalate most behavioral crisis situations and help someone in emotional distress
- 👤 Learn to teach, promote and encourage desirable behaviors

Main points of Tools of Choice



- 👤 Understand behavior is a result of learning and is under the control of the interactions and reactions
- 👤 Use the tools “all the time” to strengthen and build relationships
- 👤 Coercion weakens relationships so we focus on desirable behavior with “improvements” in people’s lives rather than trying to “stamp out” undesirable behaviors through negative consequences

How is the training conducted?

- 👤 Minimum of six sessions, more if necessary for *competency based training*
- 👤 Homework and practice between sessions
- 👤 Three hours each session – approx 1.5 hours of presentation and discussion and 1.5 hours of demonstration and practice with feedback
- 👤 On sight follow up with observation and feedback
- 👤 Assistance in building a system that promotes Tool use

For best results

- 👤 Train Administrator and Supervisors in overview and philosophy
- 👤 Train on site supervisors and a few key staff in Tools first and get them able to coach
- 👤 Start training support staff strategically
- 👤 While doing this incorporate tools use in system (job descriptions, performance evaluations, regular discussions of tools, review of EMTs with how to use tools, etc.)

How do we get started?

Active Status Checklist

- 🧑 Administration commitment of time and resources
- 🧑 Team selection and agreement
- 🧑 Meeting dates established



Contact Information



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